Digital Phone Service

IRIS 3000™ Videophone
User Manual

ACN

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1. Your ACN Videophone

1-1. Videophone components

The following items should be included with your ACN Videophone. If an item is missing, please contact ACN Customer Service.

Main Unit

Handset

Ethernet Cable (RJ-45)

Power Adapter

*Warning: Use the Power Adapter that comes with your Videophone. Use of any other power adapter, other than one provided by ACN, may result in corruption of your Videophone or even a fire.

Telephone Cable (RJ-11)

1-2. Safety instructions

This guideline is to advise you on user safety and prevention of any financial loss.
Read thoroughly before using your Videophone.

There are two types of precautions which are explained as follows:

<table>
<tr><td colspan="3">
CAUTION</td></tr>
<tr><td>When unplugging the power adaptor, turn off the power switch before removing the plug from the electrical outlet.

• Unplugging while the power switch is on may cause your Videophone to malfunction.</td><td>Do not install your Videophone in an unsafe place, or on an unstable surface.

• Your Videophone may not operate properly, or may not work at all.</td><td>Use a soft fabric when cleaning the LCD screen and camera.

• Do not use strong chemical solutions or abrasive cleaning materials as they can damage your Videophone, especially the LCD screen and camera.</td></tr>
<tr><td colspan="3">Use the most accessible electrical outlet to install your Videophone.</td></tr>
</table>

<table>
<tr><td colspan="3">
WARNING</td></tr>
<tr><td>Do not install your Videophone in a dusty environment or where it can be affected by gas.</td><td>Do not disassemble or modify your Videophone or power adapter. The warranty will not cover any defect that occurs due to such mishandling.</td><td>To avoid damage, over heating or the possibility of an electrical shock, do not install in a humid environment.</td></tr>
<tr><td>Do not subject your Videophone to direct sunlight, or install it near heat sources, such as radiators.</td><td>To avoid the possibility of an electric shock, do not touch the power adapter during thunder storms.</td><td>To prevent damage, protect your Videophone from sudden shock. Do not apply excessive force, especially to the LCD screen or camera.</td></tr>
<tr><td>A sudden change of temperature may cause damage to your Videophone.</td><td>Disconnect the power cable when your Videophone is not in use for an extended period of time.</td><td>Only use the power adapter supplied with your Videophone.</td></tr>
</table>

1-3. Getting to know your Videophone

FRONT

1	**Handset**	Videophone handset
2	**Speaker**	Plays ring tones and transfers audio in speakerphone mode.
3	**Camera**	Captures images that are transmitted to the called party.
4	**LCD Screen**	Displays your image and the image of the person you are talking to during a call.
5	**Keypad**	Buttons that operate the functions of your Videophone.
6	**Microphone**	Receives and transmits audio in speakerphone mode.

REAR

ON/OFF (I/O)	Turns your Videophone on/off
POWER (DC IN)	Connects to the power adapter
USB	USB port used to transfer data to/from your Videophone
LAN	Local Area Network connection
WAN	Connects to Internet via the Ethernet cable
LINE	Connects your analogue phone line
PHONE	This is disabled
VIDEO OUT	Transmits video to a TV or Computer
AUDIO OUT	Transmits audio to external speakers or audio system

LAN	(Local Area Network) is a computer network covering a small geographic area, like a home, office, or a group of buildings i.e. a school. A home network is a residential local area network, and is used to connect multiple devices within the home. The simplest home networks are used to connect 2 or more computers for sharing files, printers, and a single connection to the Internet (usually broadband Internet through a cable or DSL provider).
WAN	(Wide Area Network) is a computer network that covers a broad area. WANs are used to connect LANs and other types of networks together, so that users and computers in one location can communicate with users and computers in other locations. The wide area network provides network address translation (NAT), allowing multiple devices such as computers or videophones to share one IP address and Internet connection. The router can be identified as it almost always has 5 Ethernet ports on the back. One port is separate from the four other ports. The largest and most well-known example of a WAN is the Internet.

KEYPAD

(1) REGISTER	The green LED light is on when your Videophone is connected to ACN's Digital Phone Service.
(2) POWER	Indicates if your Videophone is switched on.
(3) MAIL	Allows you to retrieve voicemail.
(4) HOLD	Enables you to place calls on hold.
(5) MUTE	Disables the voice transmission during the call.
(6) PHONEBOOK	Provides access to your personal phonebook.
(7) CONFERENCE	Allows you to audio conference multiple callers on to one call (3-Way Calling).
(8) PRIVACY	Temporarily disables the video signal transmission during a call.
(9) *	Enters "*"
(10) NUMERIC KEYPAD	Enters phone number in the dialling mode or letters in the "Settings" menu.
(11) #	Enters "#". Rejects the incoming call.
(12) MENU	Activates the "Main" menu on your LCD screen.

(13) BACK	Moves to the previous menu from the "Settings" menu or "Set Up" menu during a call and deletes characters when entering information.
(14) MY CONTENT	Future enhancement
(15) UP NAVIGATION	Up navigation button.
(16) OK	Use to enter selections and save settings in the "Settings" menu.
(17) DOWN NAVIGATION	Down navigation button.
(18) LEFT NAVIGATION	Left navigation button.
(19) RIGHT NAVIGATION	Right navigation button.
(20) STATUS	Lists information needed for technical support i.e. configuration and software version
(21) CAPS	Allows you to enter capital letters and selects the type of letters or characters to enter. Switches between numeric, lower-case letters and upper-case letters.
(22) My Application	Future enhancement
(23) REDIAL	Makes a call to the last number dialled.
(24) SPEAKER	Activates/deactivates the speakerphone.
(25) CALL	Makes a call to the dialled number.

1-4. Installing your Videophone

Please check to ensure you have the following components before installing your Videophone. For optimal results, please follow the installation procedures provided in the Quick Installation Guide, which is included with your Videophone.

Connect the handset to the connection point located on the side of your ACN Videophone.	Connect the power adaptor to the power port.
Connect the Ethernet cable to the WAN port.	Turn the Power Switch on.

NOTE: Your Videophone may take up to 3 minutes before it is ready to use. During this time the system will perform an initial software update and connect to ACN's Digital Phone Service. The LCD screen will display a status as it moves through the process. When the process is complete, the registration light will turn green.

2.Using the Basic Functions of your Videophone

2-1. Placing a call

2-1-1. Placing a call using the keypad

Pick up the handset or press the "Speaker" button

- Enter the phone number
- Press the "Call" button

NOTE: Refer to Section 3-2 for instructions on entering characters. The keypad tones are switched off by default.
If you would like to switch on the keypad tones, refer to Section 3-6-1-3 Sound.

2-1-2. Placing a call in standby mode (when the LCD screen is off)

Enter the first digit of the phone number

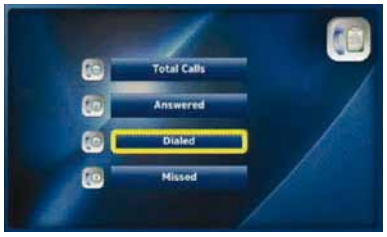
- A window will appear on the screen
- Enter the remaining digits of the phone number
- Press the "Call" button

2-1-3. Placing a call from your Call Log

Press the "MENU" button

- Use the navigation buttons " " to select "Call Log"
- Press the "OK" button
- Select the category of the number you would like to call (Total Calls, Answered Calls, Dialled Numbers, Missed Calls) by using the navigation buttons (for example: select "Dialled")
- Press the "OK" button
- Use the navigation buttons to select the desired number
- Press the "OK" button
- Use the navigation buttons to select "Make A Call"
- Press the "OK" button

Select "Call Log" from the Main Menu



Select the required call category

Select the number you would like to call and press the "OK" button

Select "Make A Call" and press the "OK" button

2-1-4. Placing a call from your Phonebook

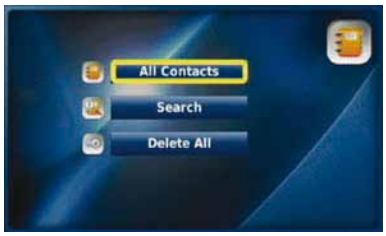
Press the "MENU" button when the LCD screen is off or in idle mode.

- The Main Menu is displayed
- Select the Phonebook menu by using the navigation buttons
- Press the "OK" button

or

- Press the "Phonebook" button located on the front of your Videophone.
- Select "All Contacts" by using the navigation buttons
- Select the desired contact and then press the "Call" button or the "OK" button
- Select the number (video, mobile, home, company phone number) you would like to call by using the navigation buttons
- Press the "OK" button

Select "Phonebook" from the Main Menu



Select "All Contacts"

Select the desired contact and press the "Call" button or the "OK" button

Select the number you would like to call and press the "OK" button

2-2. Receiving a call

When your Videophone rings the LCD screen will show the person calling or the name and phone number of the person calling.

Pick up the handset or press the "Speaker" button to answer the call. If there is a picture associated with a contact, it will be displayed.

2-3. Rejecting a call

If you are unable, or do not want to answer, a call simply press the button to reject it. The call will then be sent directly to your voicemail.

2-4. Ending a call

Simply hang up the handset or if you are in speakerphone mode, press the "Speaker" button.

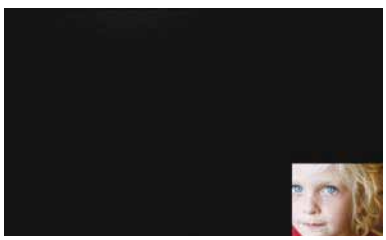
NOTE: Your call data will be stored in your Call Log.

2-5. Retrieving your Voicemail

An envelope will appear in the bottom right-hand corner of your screen indicating that you have voicemail and the number of message(s) waiting.

To retrieve your voicemail:

- Press the "Mail" button on the front of your Videophone
- Enter your 4 digit access code and press #
- Press 1 to retrieve your voicemail
- Press 7 for user options



2-6. Your Videophone information

Select the "Information" icon from the Main Menu to view information about your Videophone.

Press the "Back" ⌧ or the "OK" button OK on the front of your Videophone to exit.

2-7. Useful functions during a call

2-7-1. Mute

Press the "Mute" button to prevent the other party from hearing you speak. To release mute, press the "Mute" button again.

2-7-2. Privacy

Press the "Privacy" button to keep your image from being displayed to the other party. In privacy mode, instead of your image, a logo image is displayed on the other party's screen. To exit from privacy mode, press the "Privacy" button again.

2-7-3. Volume control

You can control the volume by using the navigation buttons " " during a call.
The volume icon is shown at the top of the LCD screen.

Lowers the volume

Increases the volume

In order to control the volume during a call:

- Press the "MENU" button
- Select "Volume Control" by using the navigation buttons
- Press the "OK" button
- Use to adjust the volume
- Press the "Back" button to return to the previous menu

2-7-4. Brightness control

You can adjust the LCD brightness by using the navigation buttons during a call. The brightness icon is shown at the top of the LCD screen.

In order to control the LCD brightness during a call:

- Press the "MENU" button
- Select "Brightness Control" by using the navigation buttons
- Press the "OK" button
- Use to adjust:
- Press the "Back" button to return to the previous menu

2-7-5. Hold

You can place a call on hold by pressing the "Hold" button during a call. The LCD screen will then become dark and not display anything. To resume your call, simply press the "Hold" button again.

Caller will see "Hold"

Person called will see "On Hold"

2-7-6. Audio Conferencing (3-Way Calling)

The Audio Conferencing function enables 3-way calling during a voice call. To activate press the "Hold" button during the call. This will place the existing caller on hold.

Caller will see "Hold" Person called will see "On Hold"

- Dial the number of the 3rd person you would like to conference in and press the "Call" button
- When the 3rd party answers, press the "Conference" button

NOTE: If the person who initiated the conference call hangs up during the call, it will end the call for all parties.

2-7-7. Call Waiting

You will hear a stutter tone to indicate an incoming call and the caller ID information will be displayed.

- To accept the incoming call, press "1" (the existing call will be placed on hold)
- To reject the call, press "2" (the new caller will hear a busy signal)
- Once the incoming call is completed, press the "Hold" button again to reconnect to the original caller.

3. Set Up

3-1. Main Menu

Press the "MENU" button to display the Main Menu.

NOTE: To navigate the menu screen, use the buttons to until you reach the desired menu item, then press the "OK" button

Main Menu selections:

Phonebook	• Save contact names and phone numbers for frequently dialled numbers • Search for phone numbers by name and number • Place calls directly
Call Log	• View recent calls in your Call Log, including total calls, answered calls, dialled numbers and missed calls • Place calls directly
Settings	• Provides access to a variety of settings, including System, Time, Upgrade and Administrator settings • In the "System Settings" menu you can manage your Sound and Display options, in addition to accessing your network settings and the Factory Reset function. • In the "Network" menu you can access your Net and Interface settings. To adjust these settings please contact ACN Customer Service. • Factory Reset allows you to delete your configuration and reset to the factory defaults. If this is necessary, ACN Customer Service will provide you with the password to reset your Videophone • In the "Sound" menu, you can set your Ring Tones, Ring Volume, Sound Effects, Sound Volume and Audio Output. • The "Display" menu allows you to activate and manage Video Output, LCD Brightness, Upload Bandwidth, Picture Capture (captures and saves pictures from live video conversation, which you can associate with your phonebook contacts), Self View, Power Saving (controls timing for Digital Photo Frame and Wallpaper), Wallpaper and your Digital Photo Frame and Language options. • The "Time Setting" menu allows you to set the time parameters such as NTP, DST, and GMT. • In the "Upgrade" menu, you can access the Upgrade Server Address and the method for upgrading your software. To adjust these settings please contact ACN Customer Service. • The "Administrator" menu provides access to SIP, A/V Codec settings, DNS, Proxy and LAN settings. To adjust these settings please contact ACN Customer Services. >>

Digital Photo Frame	• The Digital Photo Frame allows you to view the pictures from your memory stick or SD card as a slide show
Information	• The Information screen shows you the main system settings for your Videophone

3-2. USING THE KEYPAD

Numeric keys	• Used for character input
(Caps)	• Enables you to select the type of characters to enter (Numeric/Lowercase/Capital)
(Back)	• Enables you to return to the previous menu
(OK)	• Used to select and confirm selections
Navigation buttons	• Used to navigate between menus • Directs you to edit mode, and allows you to set values for selected items

3-3. ENTERING CHARACTERS

Press the "Caps" button to select the required input mode (Numeric/Lowercase/Capital). The current input type is indicated at the top left of the LCD screen, represented by one of the following icons:

1 Indicates numeric

a Indicates lowercase letters

A Indicates capital letters

Mode / Key	Lowercase	Capital	Numeric
1	:@/	:@/	1
2 ABC	abc	ABC	2
3 DEF	def	DEF	3
4 GHI	ghi	GHI	4
5 JKL	jkl	JKL	5
6 MNO	mno	MNO	6
7 PQRS	pqrs	PQRS	7
8 TUV	tuv	TUV	8
9 WXYZ	wxyz	WXYZ	9
0	"."	"-"	0
*	*	*	*
#	#	#	# .
	Space	Space	space

3-3-1. Entering numbers

Example: To enter "123":

- Press the "Caps" button ⇧ until the 1 appears at the top left of the screen.
- Press the 1 2 3 buttons consecutively.

3-3-2. Entering letters

- Press the "Caps" button ⇧ until the A appears at the top left of the screen.
- Press the corresponding buttons until the desired letter appears. Example: To enter "SKY":
- Press the "Caps" button ⇧ to set the input mode to A
- Press the corresponding buttons for 'S', 'K', 'Y' consecutively: 7 7 7 7 , 5 5 , 9 9 9

3-3-3. Entering numbers and letters

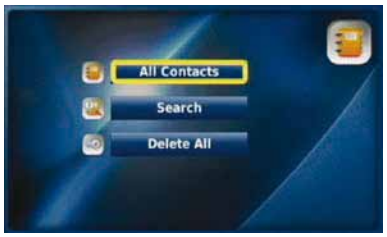
Example: To enter "123.com"

- Press the "Caps" button ⇧ to set the input mode to 1.
- Press the 1 2 3 # buttons consecutively.
- Press the "Caps" button ⇧ to set the input mode to A.
- Press the corresponding buttons for '"com" until the desired letter appears:
- Press the 2 2 2 , 6 6 6 , 6 buttons consecutively

3-4. Phonebook

The Phonebook enables you to save any frequently dialled numbers as contacts, and place phone calls directly. Up to 300 contacts can be stored in the Phonebook.

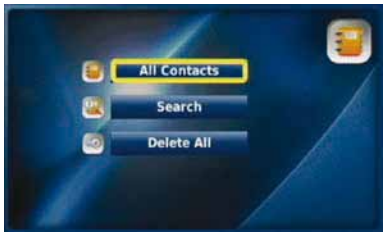
Select "Phonebook" from the Main Menu



Phonebook menu

3-4-1. All contacts

"All Contacts" lists all the contacts you have saved in your Phonebook. You can edit, save or delete your contact information.

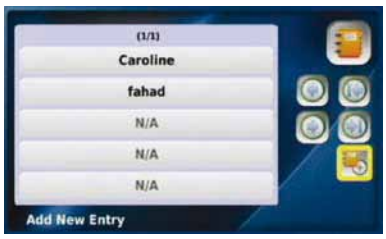


Select "All Contacts" from the Phonebook menu

"All Contacts" list

3-4-1-1. Add new entry

"Add New Entry" enables you to add new contact information such as name, phone number, set up a corresponding ring tone, as well as a photo of the contact. After entering the information select "Save". If you do not want to save the information, select "Cancel".



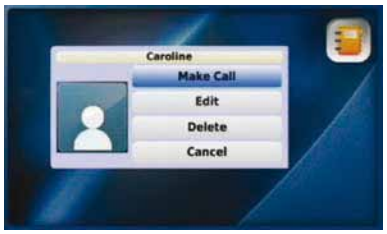
Select "Add New Entry" from the All Contacts menu

Enter information and select "Save

3-4-1-2. Place a call

You can place a call to anyone listed in your "All Contacts" list by selecting the name and number you would like to call.

Select the contact from your "All Contacts" list



Select the "Make Call" option

Select the number you would like to call and press the "OK" button OK

3-4-1-3. Edit a contact

You can edit information such as phone number, name, ring tone and the photo of the contact. Once you have edited the information, select "Save" to save your changes. If you do not want to save, select "Cancel".

Select the contact from your "All Contacts" list

Select the "Edit" option

Enter information and select "Save"

3-4-1-4. Delete a contact

You can delete contact information that you no longer need.

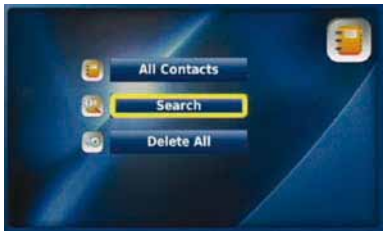
Select the contact from your "All Contacts" list

Select the "Delete" option

Select "YES" to delete

3-4-2. Search

You can search for a contact stored in your Phonebook by name or number and directly place a call, edit or delete the contact information.



Select "Search" from the Phonebook menu

Search menu

3-4-2-1. Search by name

You can search for a contact by name in your Phonebook by selecting "Search by name".
NOTE: You should enter all characters using upper and lower case letters accordingly.

Select "Search by name" from the Search menu

Enter the name that you would like to find and press the "OK" button OK

The contact information will be displayed

3-4-2-2. Search by number

You can search for a number that has been saved in your Phonebook

Select "Search by number" from the Search menu

Enter the number you would like to find and press the "OK" button OK

The contact information will be displayed

3-4-2-3. Placing a call, updating and deleting information

You can place a call to a number in your Phonebook, or update or delete your saved contact information.
Placing a call

Select "Make Call"

Select the number
you would like to call and press the "OK" button OK

Updating information

Select "Edit" and press the "OK" button (OK) to update an entry, then select "Save"

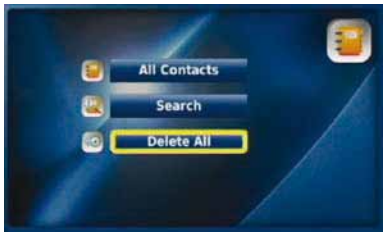
Deleting information

To "Delete" a contact, select "Delete" and then press the "OK" button (OK). Select "Yes" to confirm the deletion

3-4-3. Delete all

You can choose to delete all of the information in your Phonebook by selecting "Delete All", followed by "Yes".

WARNING: SELECTING "YES" WILL AUTOMATICALLY DELETE ALL ENTRIES IN YOUR PHONEBOOK. YOU WILL NOT BE GIVEN THE OPTION TO CONFIRM THAT YOU WOULD LIKE TO DELETE ALL ENTRIES AFTER SELECTING "YES", AND YOU WILL NOT BE ABLE TO RETRIEVE THE DELETED ENTRIES.



Select "Delete All" from the Phonebook menu

Select "Yes" to confirm the deletion

3-5. Call log

You can view all your answered calls, dialled numbers and missed calls, and choose to directly call a number and save it to or delete it from your Phonebook.

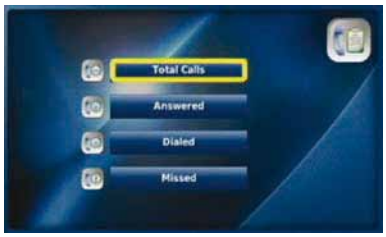
Select "Call Log" from the Main Menu

Call Log menu

NOTE: A maximum of 300 calls (answered calls, dialled numbers and missed calls) can be saved in your Call Log. Should you exceed this amount your oldest calls will be deleted first.

3-5-1. Total calls

You can view a list of all answered calls, dialled numbers and missed calls by selecting "Total Calls". You can also directly place a call from this menu.



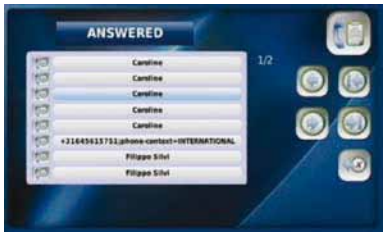
Select "Total Calls" from the "Call Log" menu

Select the desired number or contact name

3-5-2. Answered calls

You can view all the calls that you have recently answered by selecting "Answered Calls". You can also directly place a call from this menu and save numbers to your Phonebook.

Select "Answered" from the "Call Log" menu



Select the desired number or contact name

3-5-3. Dialled numbers

You can view all your dialled numbers by selecting "Dialled". You can also directly place a call from this menu and save numbers to your Phonebook.

Select "Dialled" from the "Call Log" menu

Select the desired number or contact name

3-5-4. Missed calls

You can view all the calls that you have recently missed by selecting "Missed". You can also directly place a call from this menu and save numbers to your Phonebook.

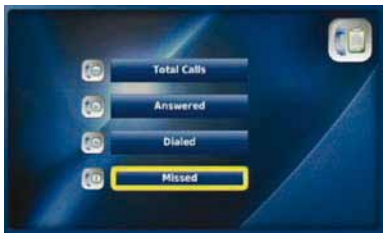
Select "Missed" from the Call Log menu

Select the desired number or contact name

3-5-5. Placing a call, saving or deleting a number

You can directly place a call to a selected number in your "Call Log" in addition to saving or deleting numbers.

Placing a call



Select the required option from the "Call Log" menu and press the "OK" button OK

Select the desired number

Select "Make A Call"

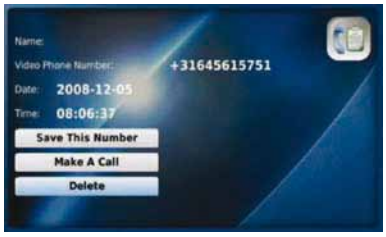
Your Videophone calls the selected number

Saving a number

Select "Save This Number"

Complete the "Add New Entry" window and select "Save"

Deleting a number



Select "Delete"

Select "YES" to delete the phone number

3-6. Settings

In this menu you can control the System, Time, Upgrade and Administrator settings for your Videophone. Always press the "Back" button ⌧ to save your changes and to exit. After each entry you will see a screen asking you to confirm your changes. Select "YES" or "NO" and press the "OK" button OK.

Select "Settings" from the Main Menu

Settings menu

3-6-1. System settings

You can set up the network in addition to managing the sound and display settings for your Videophone by selecting "System Settings".

Select "System Settings" from the Settings menu

Settings menu

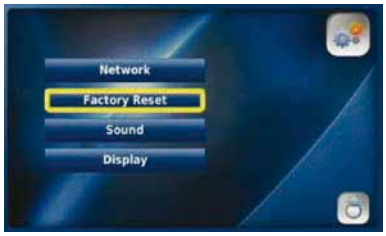
3-6-1-1. Network

The network settings of your Videophone are pre-configured to allow you to place and receive calls via the Internet. These settings can be accessed by selecting "Network".

Please do not attempt to adjust items in this menu. Contact ACN Customer Service for assistance.

3-6-1-2. Factory reset

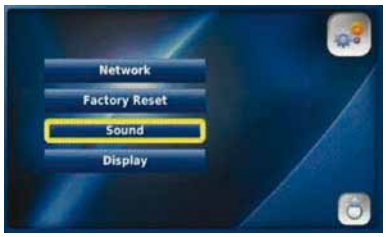
Factory Reset allows you to delete your configuration and reset to the factory defaults.



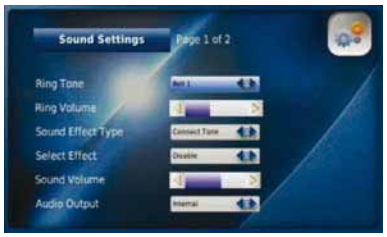
Please do not attempt to adjust items in this menu. Contact ACN Customer Service for assistance.

3-6-1-3. Sound

You can manage the settings for Ring Tones, Sound Effects and Volume by selecting “Sound”.

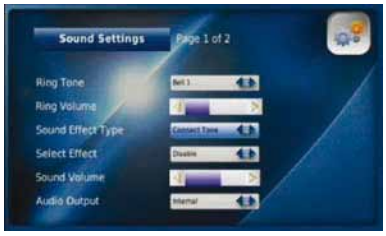


Select “Sound“ from the System Settings menu



Select the required Ring Tone

Use the buttons to manage the Ring Volume



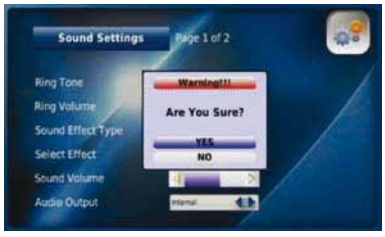
Select “Sound Effect Type” and “Select Effect” to manage the sounds for the warning, connect and keypad tones

Use the buttons to manage the Sound Volume

Select “Internal” or “External” for your desired Audio Output. “External” allows you to use external speakers

Use the buttons to manage the Speaker Volume

Use the buttons to manage the Handset Volume



Press the “Back” button ⌫,
select “YES” and press the “OK” button OK
to save each change you make

3-6-1-4. Display

You can activate and manage Video Output, LCD Brightness, Self View, Power Saving, Wallpaper and your Language options by selecting "Display". You can also enable the Digital Photo Frame from this menu and set the timing for this feature.

Select "Display" from the System Settings menu

Press the "OK" button after each setting:

Video Output

Select "LCD", "TV OUT (PAL)" or "TV OUT (NTSC)"as your Video Output

LCD Brightness

Use the buttons to manage the LCD Brightness

Picture Capture

Select "SD" or "USB" as your storage device

Self View

Select "On" to enable the Self View option

Power Saving

Select the interval at which the phone switches to power saving mode (30, 60 or 90 seconds)

Wallpaper

The wallpaper is the background on your Videophone's LCD screen. You can choose the wallpaper that will be displayed.

Select "On" to enable the Wallpaper function

The above message will appear prompting you to select your Wallpaper

Select "SD" or "USB" as the "Type"

Press the "OK" button (OK) Wallpaper and press the "Back"

Select the image to use as your button ⌧ to save

Select "YES" to confirm the change of Wallpaper

NOTE: A "No USB/SD device!" warning will appear if a USB or SD device is not inserted.

Digital Photo Frame

Select "On" to enable the Digital Photo Frame

Digital Photo Frame Delay

Select the time delay you would like to use between images (10, 15 or 20 seconds)

Language

To change the language displayed on the LCD screen simply select an alternative language

NOTE: If you are displaying large photo files (greater than 3 mega pixels or larger than 600 x 800), set the delay in between each picture to 20 seconds. This will allow enough time for each photo to load.

Upload Bandwidth

Upload Bandwidth is the capacity at which your Videophone can upload data over your Internet connection. Your Videophone is pre-set with optimal factory settings. If the video you are sending is not as clear as you would like, you can adjust the upload bandwidth speed of your Videophone.

Before adjusting your upload bandwidth you should perform a test to determine your actual upload bandwidth speed. From your computer connected to your LAN, go to www.comparebroadband.com.au/speedtest.htm

1. Click on 'Begin Test'. This process will take approximately 60 seconds
2. Write down the Download and Upload speed for your Videophone

Go to "Upload Bandwidth" in the Display menu

Select the Upload Bandwidth speed for your Videophone (128, 256, 384 or 512)

Press the "Back" button ⌧ and select "YES" to save your settings

- If your Upload bandwidth speed is between less than 256, please contact your ISP about higher speed service.
- If your Upload bandwidth speed is between 257 and 383, you should select an Upload bandwidth speed of 128.
- If your Upload bandwidth speed is between 384 and 531, you should select an Upload bandwidth speed of 256.
- If your Upload bandwidth speed is between 532 and 698, you should select an Upload bandwidth speed of 384.
- If your Upload bandwidth speed is greater than 699, you should select an Upload bandwidth speed of 512.

NOTE: You cannot change your display settings while on a call. To see the effects of the change simply place a call after adjusting your settings. The called party will be able to confirm whether the video you are sending is clearer. If you set the upload bandwidth speed too high it will distort the quality of the image. To adjust simply reset your upload bandwidth speed to the next setting down.

Screen Size
Screen Size refers to the resolution of your video. The screen size will automatically adjust to the appropriate setting (CIF or VGA) based on your bandwidth and frame selection.

Frame Rate
The Frame Rate is the speed at which your Videophone updates images. You can select Low, Normal or High depending on your bandwidth speed.

Go to "Frame Rate" in the Display menu

Select the appropriate Frame Rate (Low, Normal or High)

Press the "Back" button ⌫ and select "YES" to save your settings

Video Codec
Video Codec represents the video compression on your phone. Your Videophone uses two video codecs: H.263 and H.264. The Video Code will automatically adjust to the appropriate setting based on the upload bandwidth and frame rate selected.

3-6-2. Setting the time

Your Videophone provides you with a world time function.

Select "Time Setting" from the Settings menu

Time settings

NTP (Network Time Protocols)

Select "On" to enable the NTP option

Select "Off" to disable NTP and enter the date and time manually

D.S.T (Daylight Saving Time)

Select "On" to activate D.S.T. and "Off" to disable it

G.M.T (Greenwich Mean Time)

Select the time zone for your area

3-6-3. Upgrade settings

You can confirm the version and upgrade your Videophone's software by selecting "Upgrade". If the software is not the most current version, you can upgrade it via the Internet.

Please do not attempt to adjust items in this menu. Contact ACN Customer Service for assistance.

3-6-4. Administrator settings

The Administrator menu provide access to SIP, A/V Codec settings, DNS, Proxy and LAN settings.

Please do not attempt to adjust items in this menu. Contact ACN Customer Service for assistance.

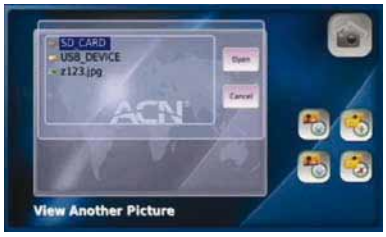
3-7. Digital Photo Frame

Your Videophone provides you with the functionality of a digital photo frame, where you can view photos and images from your USB device or SD card as a slide show.

Insert your USB device or SD card

Select "Digital Photo Album" from the Main Menu

Select "View Another Picture"



Select the device where your photos are stored and press the "OK" button OK

Select the desired image file and press the "OK" button OK. Your images should appear after the appropriate delay timeframe

NOTE: Digital Photo Frame will automatically display all images from your USB device or SD card. If you do not want an image to appear, you must remove it from the device before inserting it into your Videophone. For the Digital Photo Frame feature to work, you must enable it in the "Display" menu and select the required time delay between images. Refer to section 3-6-1-4. Display for details.

View another picture

Select "View Another Picture"

Select the desired image file and press the "OK" button OK

Next picture

Select "Next Picture" to view the next image

Previous picture

Select "Previous Picture" to view the the previous image

NOTE: The Videophone can only read JPG and PNG image files. If the size of your image is greater than 3 megapixels, increase the time delay between images to 20 seconds to allow enough time for each image to load.

Delete the current picture

Select "Delete the Current Picture"

Select "YES" to delete

Note: deleting the current picture will delete it permanently from from the USB or SD Card

3-8. iNFor MAtio N

To view the system information for your Videophone select "Information" from the Main Menu.

Select "Information" from the Main Menu

Your Videophone system information

Troubleshooting Guide

PROBLEM	TROUBLESHOOTING
I cannot turn on the power	• Check that the power cable is connected correctly. • Check that the power switch is in the "ON" position. • Check that the electrical outlet is working by connecting another electrical device to it.
LCD screen is not turned on	• Turn the power switch off and then on again. • Check that the power cable is connected correctly. • Press a button or lift the handset to check that your Videophone is not in Power Save mode.
I cannot hear the call connection signal from the handset	• Check that the handset is connected to the left port of your Videophone.
I cannot make a call	• Check that the Ethernet cable is connected to the WAN port of your Videophone. • Check that the handset is connected to the left port of your Videophone. • Turn the power switch off and then on again. • If your Videophone is connected properly to the Internet, check that the registration light is on. • If you are using speed dial, check that the number is correctly entered in your Phonebook. • If the person you are calling is using a Videophone installed on a private network or firewall system, the call may not be able to be connected.
I cannot receive incoming calls.	• If your Videophone is installed on a private network or a firewall system, you may not be able to receive calls. • Check that the registration light is on. If your Videophone is not connected properly to the Internet you will not be able to receive calls. • Turn the power switch off and then on again
When I receive a call the video is working but there is no ringing sound	• Check that the Ring Tone volume level is set higher than "1" in the "Sound Settings" menu.
The call is connected but the other party cannot see me, and the sound quality is poor	• If your Videophone is installed on a private network or behind a firewall, the other party may not be able to see you. • Check that a camera is connected to the called party's Videophone.
The call is connected, the video is working, but there is no sound	• Check that the called party's microphone is working. • If your Videophone is installed on a private network or behind a firewall, the other party may not be able to hear you. • Increase the volume levels.
The call is connected, both audio and video are working, but the called party cannot see or hear me	• Check whether the called party's Videophone is installed on a private network or a firewall system. • Check that the audio/video input path is configured correctly. • Check that the other party's audio/video device works properly.
The call is connected, the video is working and I can hear the called party, but they can only see me and not hear me	• Check that the audio input path is configured correctly. • Check that the called party's audio device works properly.
The call is connected, both the audio and video are working, but the called party can only hear me and not see me	• Check that the video input path is configured correctly. • Check that the called party's video device works properly.

The other party's screen is frozen and there is no audio.	• Check that your Videophone is connected properly to the Internet. • Check that the called party's Videophone was not disconnected from the Internet.
When the Videophone is connected to a TV or monitor, the images displayed on the LCD screen and TV or monitor are different.	• When the external video output port is connected to a TV or monitor certain parts of the image will not be displayed as shown on the LCD screen of your Videophone.
My Videophone will not register	• Check that your Videophone is acquiring an IP address from your modem/ router. • Turn the power switch off and then on again, and disconnect and reconnect your modem/router. • Firewalls can block ports needed for registration. Disable your firewall as a test

Warning Messages

DURING	WARNING MESSAGE	DESCRIPTION/MEANING
Power On	• Loading System	System is loading
	• Initialising UI	Loading personal settings
	• Initialising Network	Obtaining IP address. Contacting NTP server
	• Provisioning	Checking for and downloading software updates
	• Updating	Phone is updating software
	• Reading Files USB	A USB storage device was inserted
	• Removing Files USB	A USB storage device was removed
	• Reading Files SD	A SD storage device was inserted
	• Removing Files SD	A SD storage device was removed
	• Unplugged Network Cable	LAN cable is disconnected
	• Loading the system…	Personal data settings are being loaded
	• Setting current time…	Connection to NTP server is in progress.
	• Initialising GUI Menu	Image data for GUI is being decompressed
	• REGISTRATION FAIL	Your Videophone is attempting to connect to the ACN Digital Phone Service registration server but there is no response
During a call	• Hold	You are in Hold mode (Video & Audio)
	• On Hold	The call was put on hold by the other caller
	• Privacy On	You are in Privacy mode
	• Mute On	You are in Mute mode
	• You do not have a storage device	No storage device detected (SD Card or USB device)
Configuring ADSL	• Connecting to an ADSL Server Network configuration. Press "#" to interrupt	Connection to an ADSL server is in progress
	• Network Settings Failed. Press "#" to interrupt	Your Videophone is attempting to connect to an ADSL server but there is no response
Attempting to place a call	• The phone is busy now.	The called party is on another call

After completing a call	• Wait a minute….	User configuration is being saved or the menu is being updated
Setting User Configuration	• Invalid Password	Your password is incorrect
	• Initialising the system…	All personal information is being loaded
	• Initialising the Phonebook data	Phone and Call Log data is being loaded

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